Online Licensee Ordering

User Guide

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Document History

Revision History

Revision Number	Date	Description of Changes	Author
1.0	8/3/2011	User guide created	Hallie Yeager
1.1	7/20/2012	Revised for 7/23/2012 release	Shelley Dodson
2.0	7/23/2012	Updated with template and subject references for table of contents.	Shelley Dodson

1   Overview

1.1   Introduction

The Virginia Department of Alcoholic Beverage Control has developed Online Licensee Ordering for the Management of Inventory and Product Sales (MIPS) application for Licensees use for placing orders directly with the Point of Sale (POS) system in a store. This system is another avenue for Licensees to place orders efficiently and effectively.

Online Licensee Ordering allows Licensees to view accurate and up-to-date product codes with present and future discounting and provides automatic email notifications when orders are submitted and ready for pick up. Real-time inventory levels at the store are available for the Licensee as they place their order.

The Online Licensee Ordering User Guide is intended for Licensee use for setup and use of the MIPS Online Licensee Ordering system to place orders.

1.2   Technical Specifications

MIPS Online Licensee Ordering is a web application accessible via internet browser. Browser settings must be configured to enable Java-script and Session Cookies and must allow Pop-ups. MIPS is optimized for Internet Explorer 8 at this time. Browser compatibility will be increased with future application releases.

1.3   Prerequisites

In order to use the MIPS Online Licensee Ordering system, Licensees must:
1. Create an account for VA ABC Account Central
2. Request access to MIPS Online Licensee Ordering
3. Accept the Terms and Conditions for use of the MIPS application
4. Access MIPS Online Licensee Ordering as a representative of a company or business with a valid and active Mixed Beverage License.
   NOTE: Contact the VA ABC Bureau of Enforcement for further inquiry regarding licensing and license status.

1.4   Support

For inquiries related to existing orders, contact your primary ABC store.

For technical issues, see Section 5 – "Troubleshooting and FAQs"

For additional issues, email the ABC Production Support Team. - ABC-PST@cov.virginia.gov

2   Getting Started

Licensees may place orders through the MIPS Online Licensee Ordering system. To use this system and before submitting an order online, Licensees must first set up an Account Central account and then request access to the MIPS application. It is recommended that Licensees perform this setup days prior to needing to submit and/or pickup an order from their assigned ABC store.

NOTE: Account Central account setup and MIPS access request steps detailed in this section are only required for initial setup prior to accessing MIPS Online Licensee Ordering for the first time. Licensees that have completed these step, will skip this section and proceed directly to MIPS to create and search orders and guides.

2.1   Create an Account Central account

Licensees must create an Account Central account to use in requesting request access to MIPS Online Licensee Ordering.

1. Enter the following URL into the address bar of your internet browser.
   https://gin.abc.virginia.gov/mips/index.html
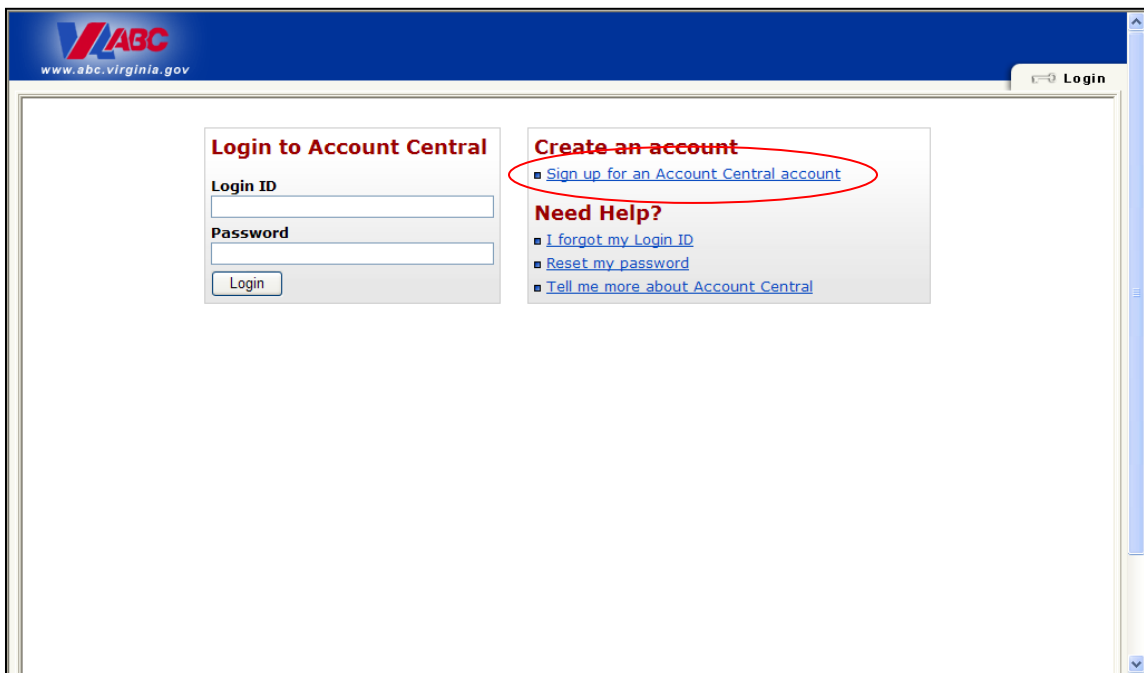
2. On the MIPS Login page, click on the "Login" link.
   NOTE: You will be directed to Account Central.
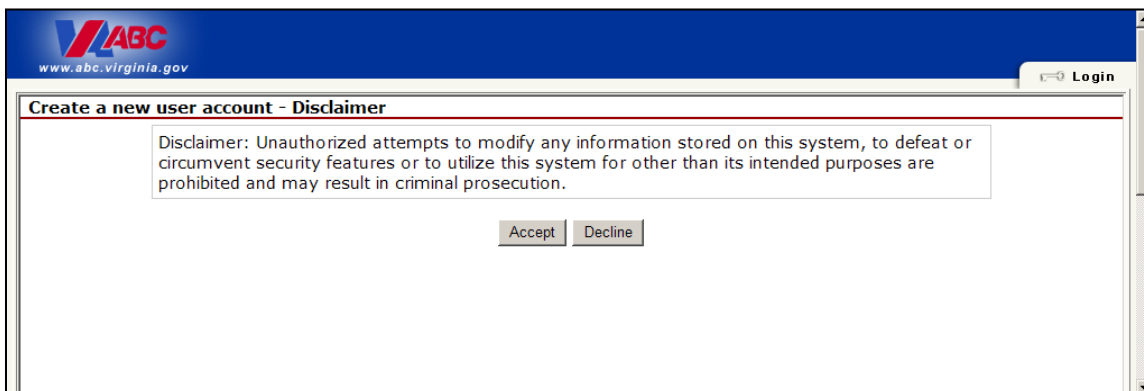
3. On the Account Central login screen, click on the "Sign up for an Account Central account" link

4. Read the disclaimer.

5. Accept or decline the disclaimer.
    a. Click the "Accept" button to accept the disclaimer.
        OR
    b. Click the "Decline" button to accept the disclaimer.

6. An email account is not required for creating an Account Central account. However, by providing an e-mail address you will be able to recover from forgotten Login ID, recover from forgotten or expired password, and receive account notifications via email.

    a. Select either:

        i. "I have an e-mail address and would like an Account Central account" OR

        ii. "I DO NOT have an e-mail address but would like an Account Central account"

    b. Click the "Continue" button.

    NOTE: Though an email address is not required for setup of an Account Central account, you are required to provide an email address in order to request access to the MIPS application for Online Licensee Ordering. See section 2.2 – "Request Access to MIPS".

7. Establish user credentials for your Account Central account:

    a. Enter preferred Login Id and Password in the respective fields.

    b. Enter password a second time in the "Confirm Password" field.

    c. Click the "Submit" button.

8. Upon successful creation of an Account Central account, the message "Your user account was created successfully" will appear at the top of the screen.
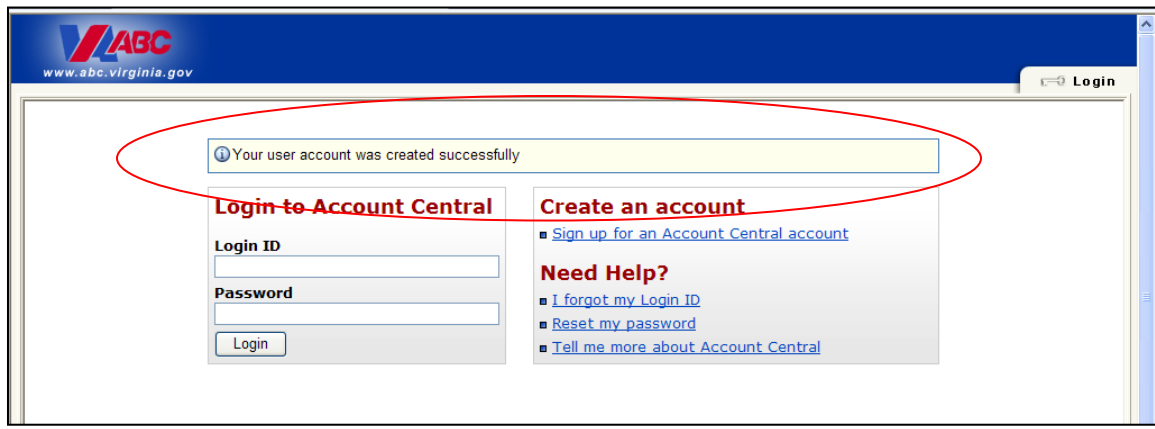
2.2   Request access to MIPS Online Licensee Ordering

Licensees must request access to MIPS Online Licensee Ordering through their Account Central account. To create an Account Central account, see section 2.1 - "Create an Account Central account".

1. Enter your Account Central Login ID and Password in the "Login to Account Central" box and click the "Login" button.
   NOTE: When you first log in to Account Central, you will be directed to the MIPS Access Request screen. For all subsequent logins, you will be directed to the MIPS home page.
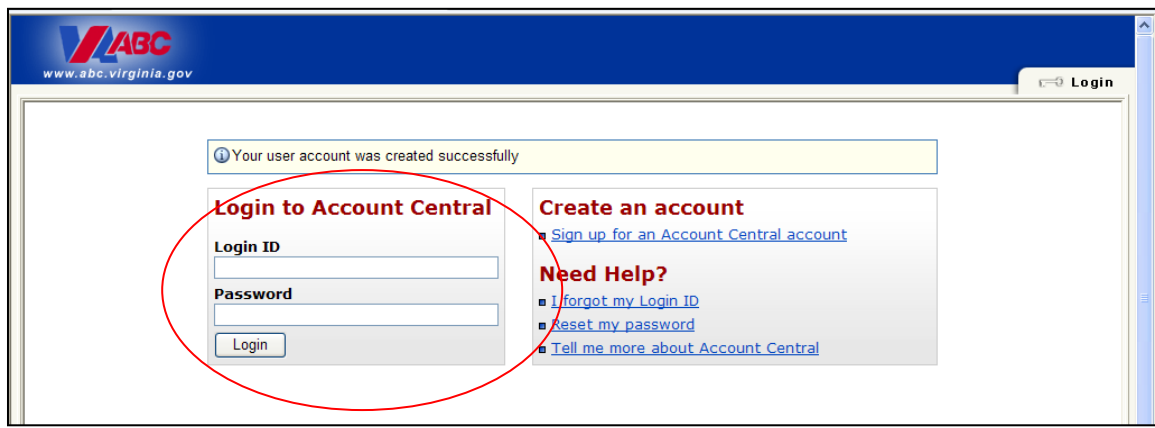
2. Enter your contact information in the designated fields. Required fields are indicated by the blue stars.

3. Scroll down the page to the "Access Type" section.

4. In the "Access Type" section, complete the required information as indicated by the blue stars.
    a. Click on "Licensee Ordering Rep" in the "Access Type Requested" field.
    b. Enter your company business or trade name in the "What company do you Represent?" field.
    c. Complete the "What Time Frame Would You Expect to Start?" field.

d. Enter your license number in the "License Number" field.

5. Click the "Submit" button.
    NOTE: The area designated "For Delivery Scheduler Representative Only:" is not applicable for Online Licensee Ordering.

6. Upon approval of your MIPS access request, the message "Your Access Request has been approved." will appear at the top of the screen

7. *Click on the "Logout" link.*
    NOTE: Once your MIPS access request is approved, log out of Account Central for the noted processing period. After this period, you may access the Online Licensee Ordering system,

2.3   Review Terms and Conditions

Licensees must accept the Terms and Conditions in order to use the MIPS application in order to use the Online Ordering system to place orders.

1. Enter the following URL into the address bar of your internet browser.
    https://gin.abc.virginia.gov/mips/index.html

2. Click on the "Login" link to be directed to Account Central for Login

3. Enter your Account Central Login ID and Password in the "Login to Account Central" box and click the "Login" button.
    NOTE: When you first log in to access Online Licensee Ordering, you will be directed to the MIPS Application Terms and Conditions page. For all subsequent logins, you will be directed to the MIPS Welcome page.

4. Read the Terms and Conditions.
    a. If you agree to the terms and conditions, then click the "Accept" button.
    b. If you do not agree to the terms and conditions, then click the "Decline" button

5. Upon accepting the Terms and Conditions, you will be directed to the MIPS Welcome page where you may begin using the Online Licensee Ordering system.

3   Online Licensee Ordering System

3.1   Your First Online Order

Prior to accessing the Online Licensee Ordering System for the first time, Licensees must completed the steps outlined in section 2 – "Getting Started". See section 1.3 – "Prerequisites".

It is recommended that you review sections 3.2 – 3.6 prior to submitting your first order. These sections describe ordering and product information features of the Online Licensee Ordering system you may find useful while placing your order.

The use of "drafts" is also recommended as the Online Licensee Ordering system has a limited time for a browser session to stay active. It is a good idea to save your order as a drat if you believe it will take you longer than 10-15 minutes to complete the order or if you are going to be away from your computer for any amount of time while in the midst of placing an order. See section 3.6 – "Save Order as Draft".

3.2   Log in

1. Enter the following URL into the address bar of your internet browser.
   https://gin.abc.virginia.gov/mips/index.html

2. Click on the "Login" link to be directed to Account Central for Login.

3. Enter your Account Central Login ID and Password in the "Login to Account Central" box and click the "Login" button.
   *NOTE: When you first log in to access Online Licensee Ordering, you will be directed to the MIPS Application Terms and Conditions page. For all subsequent logins, you will be directed to the MIPS Welcome page.*

3.3   Create an Order

Online Licensee ordering allows Licensees to place orders on line for pick-up at their base store.

1. Log in to the Online Licensee Ordering System. See section 3.2 –" Log in".

2. Click on the "Create Order" link.
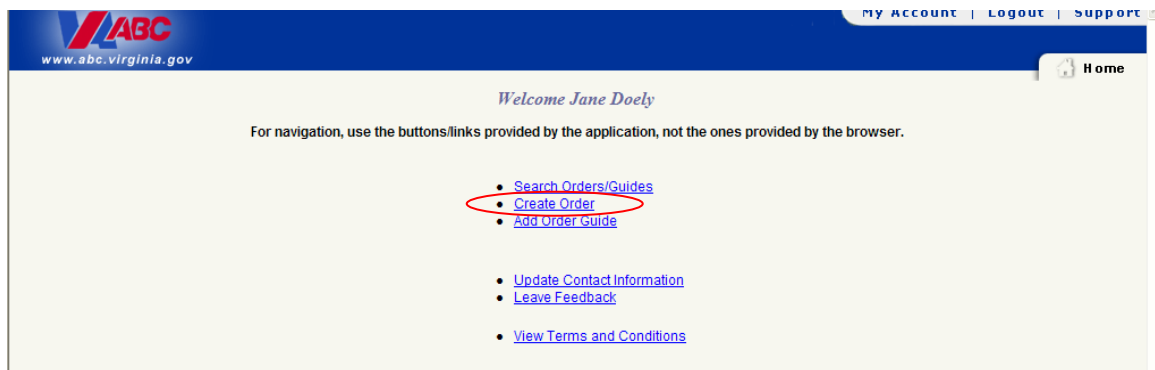
3. Verify that the information is correct for the following fields: "License Number", "ABC Store Number", "Store Address", "Store Phone", and "Order Contact".
    a. If you have multiple license numbers, then be sure to select the correct license number for your order from the drop-down "License Number" field.
    NOTE: Each Licensee is assigned a base store by their Enforcement Agent. If you have multiple licenses, the base store may vary among them. Therefore by selecting a different license number, the store number and other store related information may change. See section – "Troubleshooting and FAQs" ,question 5.

4. Select your requested pickup date from the drop-down menu in the "Requested Pickup Date" field.

    NOTE: Same day orders must be submitted before 8 am. Please contact the store directly if you need scheduling assistance.

5. Scroll down to the "Order" section.

6. Enter the product code in the "Product Code" field.
    NOTE: You may choose to view product and discount information or search product information as you place your order.
    See section 3.4 – "View Product and Discount Information".
    See section 3.5 – "Search Product Information".

7. Click in the empty box next to a product in the "Bottles" column and enter the number of bottles of the product(s) that you wish to order.
    NOTE: You can see the number of bottles currently available in the store's inventory by looking at the "Store Inventory Available Bottles" column.

8. Repeat steps 6-7 until you have all products that you wish to order included in your order list.
    NOTE: The Online Licensee Ordering system has a limited time for a session to stay active, so it is a good idea to save an order as a draft if you believe it will take you longer than 10-15 minutes to complete the order screen or if you are going to be away from your computer for any amount of time while in the midst of placing an order.
    See section 3.6 – "Save Order as Draft" for instructions on how to save your order as a draft.

9. To *add more products to your order, click the "Add More" button at the bottom of the screen toad additional rows to your list.*

10. To submit your order, scroll to top of the page and click the "Submit" button.

a. If the message "Your order was successfully submitted to POS." appears at the top of the screen, your order was successfully submitted with no errors.

Once the order has been fulfilled, you will receive an email notifying you that your order has been picked and verified and it is ready to be picked up from the ABC retail store with which the order was placed.
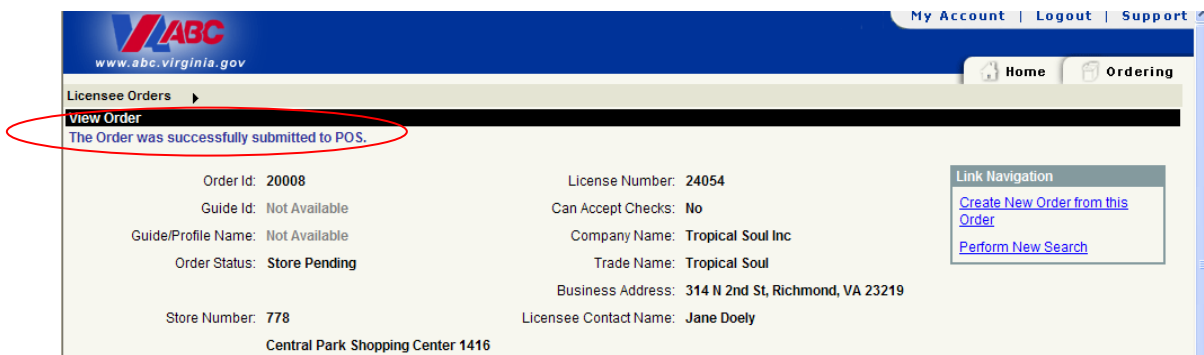
b. If the message "Unable to submit the order to POS due to low inventory levels for some products." appears at the top of your screen, this means an item on your list is either not available or is not available in the quantity that you requested.
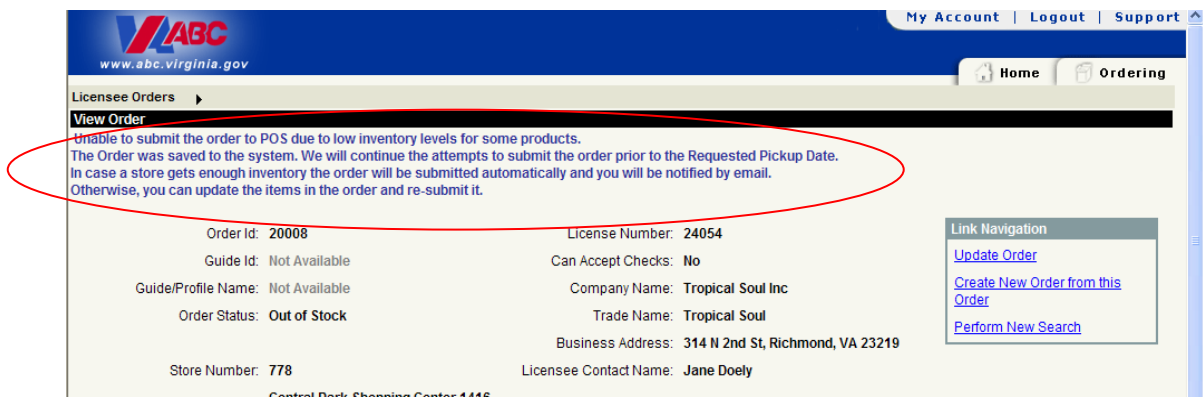
    i. If you do nothing:
Your order is saved in the system and the system will continue attempts to submit the order prior to the Requested Pickup Date. You will receive notification via email.
- If the store gets enough inventory to process your order prior to your Requested Pickup Date, your order will submit and will receive notification via email.
  NOTE: Once the order has been fulfilled, you will receive an email notifying you that your order has been picked and verified and it is ready to be picked up from the ABC retail store with which the order was placed
- If you do not receive order confirmation email stating that your order has been successfully submitted within a reasonable time period, then you should update your order and re-submit. See next section for details.

NOTE: Upon your Requested Pickup Date, if one or more items on your list is either not available or is not available in the quantity that you requested NONE OF THE ORDER WILL BE SUBMITTED.
You will receive email confirmation once the order is sent to the store.

Example: If there are only 4 bottles in stock and you have requested 6 bottles, then once the store's inventory is updated to 6 or more bottles the order will be submitted. If the store's inventory is not updated to at least 6 bottles, NONE OF THE ORDER WILL BE SUBMITTED.

ii.   You may update your order and re-submit.

Click the "Update Order" link in the "Link Navigation" box on the right side of the screen. You may then update your order by choosing to remove the item that is out of stock, edit the quantity requested, or substitute the item.

Items that are out of stock or are in conflict with the amount of inventory available are highlighted in pink.
1. Click in the "Bottles" field to adjust the number of bottles requested.
2. To delete the product from your order, highlight the product code in the Product Code field and hit the "Delete" button on your keyboard. Then highlight the number of bottles requested in the corresponding "Bottles" field and hit the "Delete" button on your keyboard.

3. Once you have finished making changes, scroll to the top of the page and click the "Submit" button.

c. If the message "Unable to submit the order to POS due to some system communication problems." appears at the top of your screen, this means that there is a connection issue between the MIPS Online Licensee Ordering system and the designated store's Point of Sale system and that once the connection is restored the order will be submitted.

NOTE: Connection problems can be very short or may be more serious and can last for several days. If you do not receive order confirmation email stating that your order has been successfully submitted within a reasonable time period, then you should contact your primary ABC retail store directly to place your order.
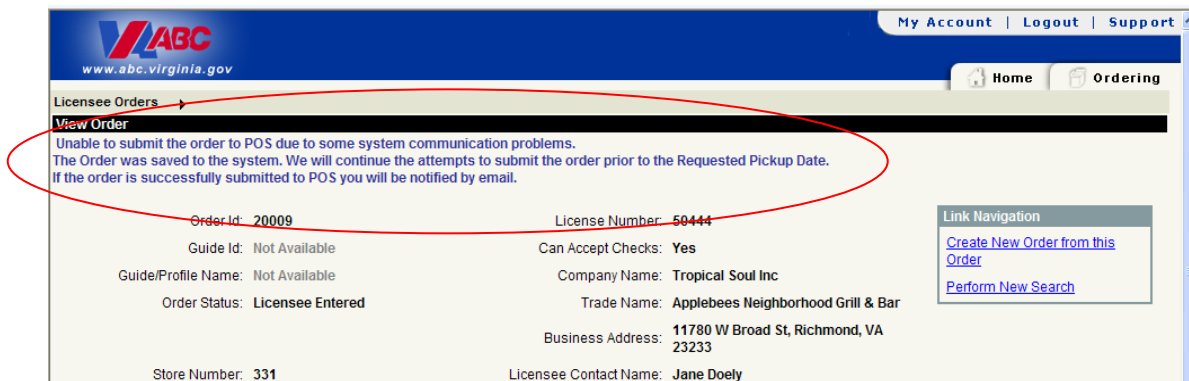
i. If you do nothing:
Your order is saved in the system and the system will continue attempts to submit the order prior to the Requested Pickup Date.

- If your order is successfully submitted to POS, you will receive notification via email

  NOTE: Once the order has been fulfilled, you will receive an email notifying you that your order has been picked and verified and it is ready to be picked up from the ABC retail store with which the order was placed.

ii. You may contact your primary ABC retail store directly to place your order if you do not receive order confirmation email stating that your order has been successfully submitted within a reasonable time period.

3.4   View Product and Discount Information

While creating an order:
NOTE: See section 3.3 – "Create and Order".

1. Enter the product code in the "Product Code" field.

2. Place the cursor within the field and press the "Enter" key on your keyboard.

3.5   Search Product Information

While creating an order:
NOTE: See section 3.3 – "Create and Order".

1. Click on the "Find Product Codes" link

2. Enter Search Criteria information to assist you with finding the correct product and click the "Search" button in the upper right-hand corner of the Search window.

a. Scroll down in the Search window to see the Search results below the "Search Criteria" box.

b. From the Search results, select the item(s) you wish to order by selecting the "Choose" box for the respective product(s).
    NOTE: If a product is discontinued or closed out, the font color of the product details will be red.

c. Scroll to the top of the Search results window and click the "Add Product" button. This will populate the order form on the original screen.

3.6   Save Order as Draft

Orders may be saved as drafts so that you can come back at a later time and update or complete the order and then submit it.

NOTE: The Online Licensee Ordering system has a limited time for a browser session to stay active, so it is a good idea to save an order as a draft if you believe it will take you longer than 10-15 minutes to complete the order screen or if you are going to be away from your computer for any amount of time while in the midst of placing an order.

1. While creating an order, click the "Save Draft" button located in the upper right-hand corner of the screen.

For instructions on how to access a draft order see section 3.8.1 – "Search Orders and Guides"

3.7   Create Order Guide

The Online Licensee Ordering system has a feature that allows you to make an order guide (or template) and re-use it as a basis for future orders. This cuts down on the amount of time you have to spend entering orders into the system. Multiple guides may be created to account for ordering in special circumstances. For example, perhaps you want to make a guide for - regular holiday orders. By doing so you may increase the efficiency of your ordering and eliminate the need to research old invoices to recreate new orders.

To place an order from a guide, simply log in to the system and select your guide, make any necessary adjustments and select the your new order. See section 3.8.5 – "Create Order from Guide or Previous Order".

Note: Prior orders may also be used as starting points for new orders, however, the Online Licensee Ordering system only keeps orders for the last three months. Order Guides will be stored until removed by the licensee.

1. Log in to the Online Licensee Ordering System. See section 3.3 –" Log in".

2. Click the "Add Order Guide" Link.
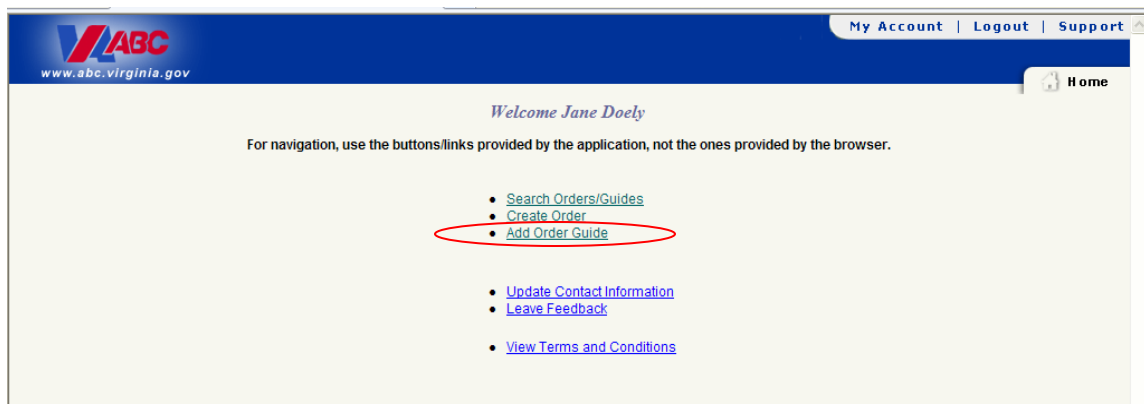
3. Enter the guide/profile name in the "Guide/Profile Name" field.
   NOTE: An example could be "Regular Weekly Liquor Order" or "Christmas Holiday Order" or "My Vodka Order."

4. Verify that the guide is for the correct license number.
   a. If you have multiple license numbers, select the correct license number from the drop-down "License Number" field.

5. Create your guide by adding product codes and quantities as when creating an order.
   NOTE: See section 3.3 – "Create an Order" for details.

6. When you have completed your guide, scroll to the top of the page and click the "Submit" button.

3.8   Previous Orders and Guides

The Online Licensee Ordering system allows you to view, update and delete your guides and previously submitted orders.

Additionally, previous orders and guides may be used as starting a point to create new orders, however, the system only keeps three months of order history. Order Guides will be stored until removed by the licensee.

3.8.1   Search Orders and Guides

1. Log in to the Online Licensee Ordering System.
    NOTE: See section 3.3 –"Log in".

2. Click the "Search Orders/Guide" Link.

3. Enter your search criteria and click the "Search button..

4. Scroll down to view Search results.

3.8.2   View Order Status

On the "Search Licensee Orders and Guides" results screen:

1. To view the status of an order, see the "Status" column.
    NOTE: See section 3.8.1 – "Search Orders and Guides" for instructions on how to access this search feature.

3.8.3   View Order and Guide Details

On the "Search Licensee Orders and Guides" results screen:

1. To view order or guide details, click on the magnifying glass button in the "Action" column for the item you wish to view.
   NOTE: See section 3.8.1 – "Search Orders and Guides" for instructions on how to access this search feature.

3.8.4   Update Order and Guide Details

On the "Search Licensee Orders and Guides" results screen:

1. To update order or guide details, click on the up arrow button in the "Action" column for the item you wish to update. You will only be able to update orders or guides with a status of "Draft" or "Out of Stock".
   NOTE: See section 3.8.1 – "Search Orders and Guides" for instructions on how to access this search feature.

3.8.5   Create Order from Guide or Previous Order

On the "Search Licensee Orders and Guides" results screen:

1. To create an order from a guide or previously created order, click on the curved arrow button

    in the "Action" column for the item you wish to use as a basis for your new order.
   NOTE: See section 3.8.1 – "Search Orders and Guides" for instructions on how to access this search feature.

3.8.6   Delete Guides

On the "Search Licensee Orders and Guides" results screen:

2. To delete guides, click on the trash can button in the Action column for the item you wish to delete.
   NOTE: See section 3.8.1 – "Search Orders and Guides" for instructions on how to access this search feature.

4   Glossary

MIPS – MIPS stands for Management of Inventory and Product Sales. This system tracks alcohol and non-alcohol inventory of products for resale. The online licensee ordering application links directly into this system and allows the user to see exactly what is available for order in their assigned ABC store's inventory.

POS – POS stands for Point-of-Sale system. This is essentially the cash register system at the assigned ABC store.

5   Troubleshooting and FAQs

1. **How do I know my order has been successfully submitted and is ready for pick-up on the date I requested?**
   The Online Licensee Ordering system generates two key emails to update you on the status of your order.
   - When your order is successfully submitted, you receive a confirmation message as feedback from the system and an email confirming that your order was submitted. See section 3.3 – "Create an Order" for thorough details.
   - When your order has been fulfilled and is ready for pick-up, an email is sent including notification that your order has been picked and verified and is ready to be picked up from the ABC retail store with which the order was placed.

   See question 2 below for troubleshooting information.

2. **I submitted an order but never got confirmation via email that the order was sent to the store.**
   You will receive email confirmation once your order was sent to the store; however, there are several issues that may prevent you from receiving this email.

   a. The email address that was entered on the Contact Information page may not be valid. You can check the email used for your Online Licensee Ordering communications by logging in to MIPS and using the "Update contact information" link on the main MIPS welcome screen.

   b. Network connectivity with the store may be unavailable. The order will continue to attempt to submit for a period of time in case network connectivity is restored. Otherwise, please contact your store directly to place your order or try back again later.

   c. If one or more items on the order has a zero (0) available inventory quantity or is below the inventory quantity requested, <u>NONE OF THE ORDER WILL BE SUBMITTED</u>. There are several options to resolve this:
      i. You may choose to do nothing. Once you click "Submit", your order is saved to the system which will continue attempts to submit your order prior to the Requested Pickup Date. You will receive notification via email in the event that the store gets enough inventory to process your order. However, <u>upon your Requested Pickup Date, if one or more items on your list is still either not available or is not available in the quantity that you requested, NONE OF THE ORDER WILL BE SUBMITTED.</u>

      ii. You may choose to contact the store to verify if the inventory quantity is accurate or if more is coming in at a later time. You may then use one of the remaining options to resolve your order.

      iii. You may remove any item(s) from your order that have zero (0) available inventory quantity and re-submit your order. You may also contact your primary ABC store to have the removed items added back to your order if now or soon to be available.

        iv.   You may substitute any item(s) with zero (0) available inventory quantity and re-submit your order.

3. **The ABC store listed on my profile is not the ABC store with which I usually place my order.**
MIPS Online Licensee Ordering will <u>allow you to place orders for pick-up ONLY at your base store</u> as assigned by your Enforcement Agent.

   Submitting your order online through this system places your order directly with the POS system of the store noted as your base store. You will not be able have the pickup location changed once you place your order. If the store that appears on your profile or when placing your order online is incorrect or has changed, please <u>DO NOT SUBMIT AN ORDER</u>**.**

   To have your base store assignment corrected for purposes of Online Licensee ordering, contact the store with which you generally place your orders. Future releases of Online Licensee Ordering are scheduled to have the ability to request a change to your primary store.

4. **All the items I entered on my order are showing a zero (0) available inventory quantity at the store.**
Network connectivity with the store may be unavailable. Please contact your store directly to place your order or try back again later.

5. **I try to submit my order and nothing happens.**
This is typically caused by a browser or java script issue. Please confirm that your browser settings are configured to enable Java-script and Session Cookies and that Pop-ups are not blocked. MIPS is optimized for Internet Explorer 8at this time. However, we will continue to increase browser compatibility with each future application releases.